

37770

PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: :  
John C. Mears et al. :  
Serial No.: 09/400,320 : Group Art Unit: 2742  
Filed: September 21, 1999 :  
For: A Contact Center System Capable of Handling :  
Multiple Media Types of Contacts and Method :  
for Using the Same :

PRELIMINARY AMENDMENT

Assistant Commissioner For Patents  
Washington, D.C. 20231

Sir:

Prior to examination on the merits, please amend the above-identified application  
as follows:

IN THE SPECIFICATION:

Page 8, line 9, change "like" to -link-.

Page 12, line 20, after "agent" insert -to-.

Page 15, line 24, change "PST" to -PSTN-.

Page 35, line 6, change "14 show" to -13 shows-.

Page 70, line 33, change "The system" to -As shown in Fig. 16, the system-.

Page 84, line 18, change "are" to -is-.

Page 86, line 21, change "hang" to -hangs-.